

### Counsellors

Martin Adam (to Feb 10)  
Morna Barber  
Lynn Cooper  
Barbara Hendrie  
Caroline Hickson  
Lindsay Irvine (student placement)  
Eric Johnstone  
Joanna Kent  
Anne Milton  
Andrew Pritchard  
Sylvie Stainton  
James Sutherland  
Sue Torrance  
Paula Williams

### Supervisors

Clare Crombie  
Carolyn Dougill  
John MacFadyen

### Management Committee

David Arrowsmith  
Jan Bateman, Secretary (from Oct 10)  
Ada Blair  
Sylvia Boal, Secretary (to Oct 10)  
David Casson, Treasurer (from Nov 10)  
Mary Ferguson, Treasurer (to Oct 10)  
William Neil  
Christi Orr (to Dec 10)  
Dr Fiona Skinner, Chair

### Manager

Fiona McRae

### Administrator

Sylvia O'Brien

### Volunteer Receptionists

Paulina Klich (to Aug 10)  
Lindsey Lupdag  
Steven Tummons

## Getting involved

Help to run the service by joining the Management Committee. Perhaps you have had counselling here or used other services related to mental well being. Other members may bring experience from health, social care and voluntary organisations. Volunteering as a receptionist for a few hours a week is another option.

**Please contact us for more information**

Funded by:



Established in 1995, NEECS provides counselling by qualified and experienced counsellors for people aged from 16 upwards resident in the local community.

The service has consistently worked to its full capacity on limited funding from statutory bodies, trust funds and donations. Most service users are recommended by their GP, with others hearing of us from community psychiatric services, voluntary organisations and word of mouth. The service aims to provide access to counselling for those who would not be able to access private therapeutic services, therefore sessions are provided free of charge or by a voluntary contribution towards the cost.



## Annual Report 2010 - 2011

Registered Charity SC023482  
Member of COSCA

Member of British Association for Counselling & Psychotherapy

NEECS, 31 Haddington Place, Edinburgh EH7 4AG

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Email: [neecscounselling@btconnect.com](mailto:neecscounselling@btconnect.com)

Website: [www.neecscounselling.org.uk](http://www.neecscounselling.org.uk)

## Dr Fiona Skinner, Chair, was in general practice in the locality for over 25 years:

I am pleased to introduce the NEECS Annual Report for 2010 – 2011, another successful year for the service.

In times of continuing uncertainty and anxiety about the country's economic situation, impending cuts to public services and benefits, and possibly to NHS funding; there is increased strain on 3rd sector providers, both from workloads and from potential reductions in funding.

NEECS however, continues to provide both short and longer term counselling, highly valued by our clients and by the North East locality GP practices. It remains universally accessible to local residents, free at the point of delivery as needed; crucial for many of our users who would otherwise be unable to access counselling. We continue to be very grateful for the voluntary contributions from clients able to donate something towards the cost; since they help us to provide as many sessions as possible by bridging some of the gap between the funding obtained and that required to maintain service provision.

A service such as NEECS sits very well within NHS Lothian's Mental Health and Wellbeing Strategy for 2011 – 2016 "A Sense of Belonging"; which emphasises the need to promote mentally healthy and resilient communities within our often troubled urban society. Our current service level agreement with them partially funds the Short Term Service and runs until 2013.

Our sincere thanks are due as always to the dedicated professionalism and commitment of all who work for NEECS: our counsellors, supervisors, manager, administrator, and volunteer receptionists – particularly through the extraordinary winter weather, when miraculously only 10 appointments were cancelled by us!

Thanks also to all members of the management committee, whose attendance and contributions at regular meetings are much appreciated. A wide range of matters, including funding contracts, governance issues and

accounting procedures have been covered this year, with the diversity of members' experience, expertise and interests providing a good resource in this process.

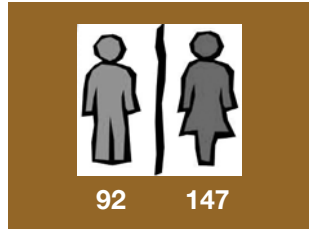
There have been some changes during the year: Mary Ferguson, Treasurer since the early days, stepped down as an office bearer due to workload pressures in her NHS post. She remains a committee member, giving periodic and much valued input from Community Mental Health. David Casson, Treasurer since November, has undertaken considerable work on accounting and budgeting procedures, guiding members through these with helpful presentations. Christi Orr reluctantly resigned in December, also due to work pressures, after four years of lively and constructive contribution, including two as Chair. We thank her for her work with NEECS and wish her well. Jan Bateman was elected Secretary in October, in place of Sylvia Boal, who had completed her current term of office bearing in this role, but very fortunately remains a MCM member. We welcomed new members William Neil in December and David Arrowsmith in January; along with Andrew Pritchard, who began attending as a non-voting representative of the counselling team.

As always, we are particularly indebted to our Manager for the most professional and dedicated commitment she gives to all the many aspects of her work in NEECS, and in the wider world of counselling, particularly in the Edinburgh Voluntary Sector Counselling Services Forum.



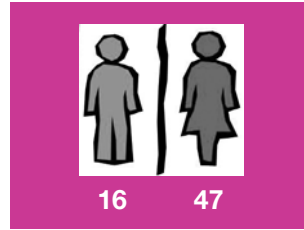
## Facts and figures

STS



302 self-referrals

CORE



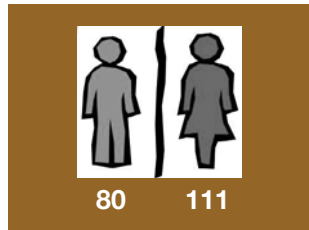
issues

depression, anxiety, relationships, loss, parenting,  
childhood sexual abuse, domestic abuse  
suicide, assault, work, caring, anger, alcohol  
OCD, bi-polar disorder, self-harm  
Illegal/prescription drugs,  
legal proceedings,  
health, disability  
debt

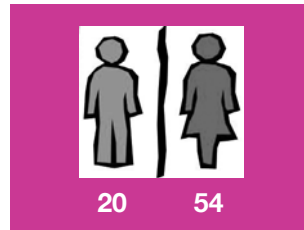
6 weeks

average wait

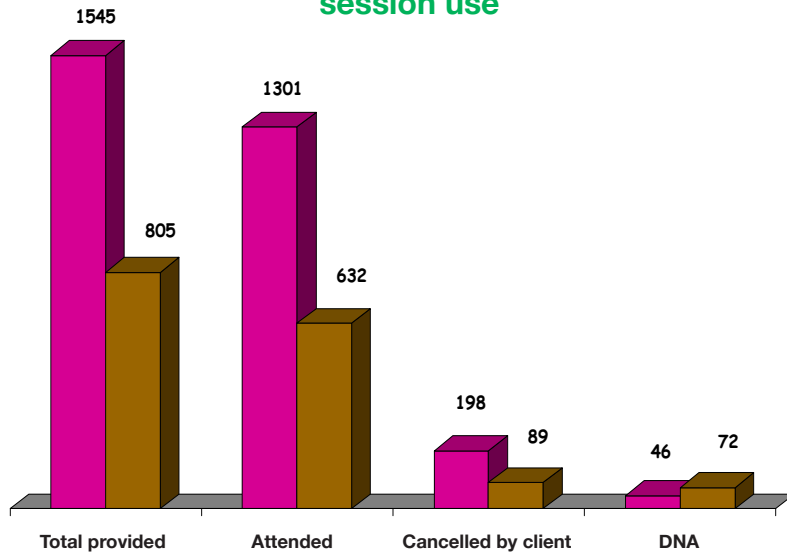
10 weeks



265 had counselling



session use



78%  
19%  
3%

how was it?

very helpful  
quite helpful  
not helpful

96%  
4%  
-

Thank you for the following contributions from service users:

“I had the privilege of this service on a short term counselling block. I can’t even begin to describe how much it helped me. My counsellor was so understanding and down to earth. She really helped me to come to terms with, understand and find strategies to deal with the issues I was having difficulty processing on my own. It is freeing to know you can off load. This service is invaluable and I am certain there are many others who would gain a lot from this or the longer term blocks. It is good to know that there are facilities like this you know you can rely on if needed. Thanks so much.”

*Mairi*

“I went through the STS and, although it was useful, I felt that it wasn’t enough and put my name forward for the core service. After a not overlong wait, I began and attended counselling for almost a year.

I have never been particularly good at expressing to others what is happening inside me and I needed the time that the core service offered and the skill of the counsellor to be able to overcome my reticence and bring out the clutter in my mind. My objective reality hasn’t changed and I don’t think that’s the point of counselling anyway, but how I think and feel has changed. Counselling has helped me to examine some of the patterns and habits I’ve grown into and find ways of breaking those learned habits and responses. For example, allowing myself to be appropriately angry instead of bottling it up until I go boom, has meant that I am more assertive instead of passive and then aggressive. NEECS has had a direct positive influence in my mental well being and I hope that the statutory bodies that fund it continue to give the service the support it deserves.”

*male service user*

## Income & Expenditure to 31 March 2011

	Unrestricted Fund	Restricted Fund
<b>Income</b>		
<b>Grants:</b>		
City of Edinburgh Council Grant	65525	
Lothian NHS		20000
Lloyds TSB Foundation Scotland		7000
Bank Interest Received	8	8
Donations Received	7769	5247
<b>Total Incoming Resources</b>	<b>73302</b>	<b>32255</b>
<b>Expenditure</b>		
Staff/Sessional Costs	58736	28744
Property Costs	9331	2396
Office Expenses	1901	1775
Auditors Fees	300	150
<b>Total Resources Expended</b>	<b>70268</b>	<b>33065</b>
<b>Net Surplus (Deficit) for Year before transfers:</b>	<b>3034</b>	<b>(810)</b>
<b>Transfers:</b>	<b>(810)</b>	<b>810</b>
<b>Net Surplus (Deficit) for Year after transfers:</b>	<b>2224</b>	<b>0</b>
<b>Accumulated surplus brought fwd:</b>	<b>6852</b>	<b>0</b>
<b>Accumulated surplus being funds at 31st March 2011:</b>	<b>9076</b>	<b>0</b>

Accountant: A. W. Scotland C. A. A full set of the accounts is available upon request.

## Evaluation

### Core Service

#### What helped/changed:

“More confident and able to see what I can do.....My depression is gone. I am able to work again, thanks to this support.”

“The relationship (counsellor) and I formed – of trust & honesty was the most important element. We achieved a huge amount... when I entered counselling I had become submerged/overwhelmed by debilitating/unhelpful thought processes.....was depressed, anxious, lethargic, unproductive etc..... My quality of life has transformed.... much less prone to feeling ‘asphyxiated’ by negative thinking & frightening introspection. I find it much easier to navigate through & overcome difficult situations. I make better decisions & think more clearly.”

“a big thank you.....without the help would not have finally dealt with a problem that has been with me for about 10 years”

#### What was less helpful:

“The timing. When I first applied for counselling I was very down. By the time I moved to the top of the waiting list I felt back to myself, so I found bringing up bad memories hard”

“The allotted time of 1 hour. I know its necessary for organisation but sometimes I could’ve done with even 10 mins more”

### Short Term Service

#### What helped/changed:

“Even though I was on the STS it was still very valid for me.....it hasn’t cured me of my problem but made me realise I can help myself by continuing the work which my counsellor recommended. It was nice to find out I’m not going mad or on my own”

“I was feeling depressed because of my homeless situation and my son was having health problems. I found NEECS helpful”

“My counsellor was able to help me to begin to understand how my experiences of the past have impacted on today, & made me realise that changes of habits/thoughts could start me on a new beginning & to view things differently”

#### What was less helpful:

“Did find I was beginning to make progress and my sessions were quickly over – will be asking to go on the list for longer term counselling”